



STATE OF WISCONSIN
Department of Employee Trust Funds
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DATE: October 20, 2010
TO: Wisconsin Deferred Compensation Board
FROM: Shelly Schueller, Director
Wisconsin Deferred Compensation Program
SUBJECT: Summer 2010 GWRS Plan Service Center Incident

This memo is for the Board's information only. No action is required.

The attached memo from Great-West Retirement Services (GWRS) provides details regarding two incidents on June 24, 2010 and July 15, 2010 involving participant data files. On those dates, two WDC Plan Service Center users requested participant data files during the normal course of business. The files included personal and account information. Due to a coding change, the users received files that included WDC participants across **all** divisions, rather than just those in the particular user's division. GWRS has investigated and corrected the coding issue to prevent its reoccurrence. GWRS also determined that no data from the WDC went to an external unauthorized user. Further, GWRS has received confirmation that the reports were properly destroyed.

GWRS will be available at the Board meeting to discuss the incident with the Board.

Attachment

Reviewed and approved by Jean Gilding, Division Administrator,
Division of Retirement Services.

Jean Gilding
Signature

10/20/10
Date

Board	Mtg Date	Item #
DC	11.16.10	8



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October 8, 2010

Ms. Shelly Schueller
Deferred Compensation Director
Department of Employee Trust Funds
P.O. Box 7931
Madison, WI 53707-7931

Dear Shelly:

On June 24, 2010 and July 15, 2010 two WDC Plan Service Center (PSC) users requested participant data files during the normal course of business. This file includes indicative data such as first and last name, SSN, date of birth in addition to specific data related to their account such as account balance, deferral and investment allocation. Due to a coding change at Great-West, these files included WDC participants across all divisions, rather than WDC participants in the users' division only. The user accessing the information had authorization to view the personal information, although not for the entire WDC population. The coding issue which caused this problem has been identified, tested and put into our production environment to prevent future incidences of this nature.

Great-West investigated this event and concluded that no data from the WDC Program went outside of WDC to any external unauthorized user. Further, Great-West contacted the users directly and received confirmation that the reports were properly destroyed.

Please let me know if you have any questions, concerns or require additional information.

Sincerely,

Michelle Williams
Director, P/NP Major Accounts

cc: Sue Oelke, Regional Director, GWRS

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